

Draft Residents Charter: Pike Close 16.01.18.

Introduction

The Residents' Charter is a set of principles and commitments from Riverside to customers on the Pike Close estate.

These principles and commitments will guide how Riverside and tenants work together on the estate redevelopment.

Background

Riverside has selected Pike Close for redevelopment, as existing homes and the layout of the estate will require significant investment to meet modern standards. By rebuilding homes on the estate, Riverside can:

- Provide new homes for residents that are warmer and more efficient to heat
- Meet modern design and space standards
- Better meet the housing needs of residents
- Create a mix of housing types and tenures that meets the housing needs of the wider community.

Our overall approach to involving you...

We're committed to working with customers to re-develop the estate. Our approach is based on:

- Best practice guidance issued by the Mayor of London
- Addressing specific issues that you have already raised with us, including rents, security of tenure, and estate design
- Acting upon your feedback wherever possible and, where we can't, being honest about it and explaining why
- Involving tenants in shaping this charter
- Giving every customer on the estate the opportunity to get involved and have your say
- There may be times when information is commercially sensitive and we can't share it with you. If that's the case, we will always be honest about it

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Riverside Commits to:

1. Guarantee existing customers rehousing:

Tenancy Type: This will be the same as your existing tenancy

2. 'Right to Return' and moving to a new home (known as 'decanting'):

Size of homes: Customers will be offered a home to meet their housing need. If you are currently under-occupying your home (under-occupying means you have at least one bedroom more than the Government says you need), you can opt to be rehoused in a new home that matches your housing need or provides you with one extra bedroom.

Location of homes, (including floor and outlook): Riverside will work with tenants to identify preferences for the new build and to accommodate them where possible. Precise location and outlook will depend on the design and size of the new homes that get planning approval.

Rents and service charges: If you are rehoused in the same sized property as the one you live in now, your rent will not change.

Service charges will be set depending on the cost of providing the services to each block and estate. They will be considered as the design progresses and we will discuss with the Residents' Steering Group. We will aim to make sure service charges are affordable.

Rehousing with neighbours: Riverside will work with customers to identify their preferences for the new build and to accommodate them where possible.

Rehousing off the estate if you want this: Riverside will offer options for temporary or permanent rehousing off the estate.

3. Riverside will provide compensation of:

Home Loss Payment - £6,100, as of October 2017

Disturbance Allowance including: moving costs, such as help with packing, connection or disconnection of utilities like gas, electricity and water, and the redirection of post, as set out in the Land Compensation Act 1973.

Riverside will organise, manage and cover the costs of moving and tenants will be kept fully informed during this process.

4. Riverside will provide residents with individual choices on:

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Internal fixtures and fittings – from a range selected by the Residents’

Steering Group

Decoration – from a range selected by the Residents’ Steering Group

Floor coverings – from a range selected by the Residents’ Steering Group

5. Community involvement

Riverside will recognise and support an estate-wide Residents’ Steering Group.

To promote the active participation of customers, Riverside will provide opportunities or you to work with Riverside staff, architects and other consultants through the process of designing and rebuilding the estate. The Steering Group will play a role in developing specific estate-based policies to make this possible. There will be support to help the Residents’ Steering Group through:

- Training
- Communicating with residents across the estate
- Regular meetings with Riverside staff and consultants
- Independent Advice for individual tenants

Riverside will work with customers on the design of the new-look estate, making sure we have a clear idea of your aspirations. We will work to meet these aspirations as much as possible, and the range of design items that we will work with you on includes:

- Open space, including play space and parking
- Storage space inside homes and garages
- Community facilities
- Heating systems
- Security of the estate, blocks and individual homes
- Fire safety
- Space standards
- Private external space including balconies
- Refuse disposal

This involvement in design will be met through the following opportunities:

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- Residents' Steering Group involvement in design
- Estate-wide consultation on design, with opportunities to shape the masterplan layout of the new development, and comment on each phase and block design
- Reduction of disruption to residents during building works

Riverside commits to support community and economic development by:

- Providing space for community activities
- Providing support for existing community groups in the area
- Working with particular groups in the local community that need to be involved in the redevelopment
- Helping customers to develop new skills and supporting activities that support the local economy
- Providing financial support for community activities and events